

George Morino / TMS Toyota Customer Services  
Quality Compliance  
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Approved By: Bob Waltz

To: All Toyota Dealers  
From: Toyota Customer Services

**Toyota Consumer Safety Advisory**  
**Potential Floor Mat Interference with Accelerator Pedal**  
**\*\*\*\*\*URGENT\*\*\*\*\***

Toyota greatly appreciates the patience of all dealerships during this activity.

As we communicated yesterday, we are providing additional information for your dealership. Please assist us by verifying the correct floor mat application using the Carpet Floor Mat Matrixes provided previously. **ADDITIONALLY**, please secure the floor mat using self-locking nylon tie wraps to the vehicle for the following models:

- **2007 – 2010 Camry**
- **2005 – 2010 Avalon**
- **2004 – 2009 Prius**
- **2005 – 2010 Tacoma**
- **2007 – 2010 Tundra**
  
- **2007 – 2010 ES350**
- **2006 – 2010 IS250 and IS350**

This action should be performed for all new, used, loaner, TRAC, and demonstration vehicles for models listed previously.

If the customer has a Toyota All Weather Floor Mat (AWFM), please remove from the vehicle and take the following steps regarding AWFM disposition:

- Dealers should prepare either a TMP-134 Claim (Toyota) or PRR Claim (Lexus) listing the part numbers and quantities of each AWFM they are requesting to return. These claims should be submitted to the facing PDC using the normal method in Dealer Daily.
- The return code for each part should be indicated as R-2, Manufacturing Defect.
- When your dealership receives authorization from your facing PDC to make the return, please return the AWFM immediately. The different AWFM should be grouped by part number to assist the PDC in accurately accounting for the returned quantities.

Toyota is currently working on a more long term solution which will have the Vehicle Distribution Centers (VDCs) securing the floor mat with plastic floor mat fasteners.

- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- Due to the nature of this activity, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, **all media contacts** must be directed to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide this number to customers. Dealership associates should contact their Region/PD representative for any questions).